

HRAP, Inc.

Volunteer Handbook



HRAP

Human Resources Achievement Program, Inc.

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Welcome Letter

Dear Colleagues, thank you very much for choosing to volunteer with the Human Resources Achievement Program, Inc. We are pleased to welcome you to our team of volunteers. We believe volunteers are a vital part of achieving our goals for the community and our volunteers play key roles in a number of our positions.

We hope that you find the duties of your particular job description to be fulfilling and that your volunteer experience with us to be a rewarding one. The enclosed packet will give you additional information about our organization and will include details about the roles and responsibilities of our volunteers.

Should you have any questions, please feel free to contact myself or the Volunteer Coordinator, Ms. Danielle Byrd at 202.427.6638 or by email at dbyrd@hrapinc.org. Again, welcome and thank you!

My very best,

Ernesto Rodriguez

Ernesto Rodriguez
Executive Director

Purpose of this Handbook

This Handbook is designed to help you become a successful HRAP Volunteer. In this book you will learn a little background about our history and philosophy, as well as the policies and procedures which provide all of us with guidance and direction.

We hope that this Handbook will allow you to become comfortable with us as an organization. We depend on you greatly for our success as we continue to strive onwards toward our Mission

As our organization evolves, there will be modifications to our policies, practices, procedures, and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

We recognize that no handbook will answer all of your questions. If you need any further clarification, please contact the Director of Volunteer Services.

Introduction to HRAP

Our History

Founded in 2014, Human Resources Achievement Program, Inc. (HRAP, Inc.) grows confident, capable and caring students with the life skills to thrive in today's high performing organizations. HRAP, Inc. is a DC based non-profit designed to teach Underserved Students (US), also known as "At-Risk", the professional Lifestyle of Human Resources as a way to break the pipeline from school to incarceration and gain economic independence.

Our Mission

HRAP is a non-profit organization that focuses on providing training and enrichment programs to students ages 16-24 years old. Our goal is to change the trajectory of young people's lives and eliminate the pipeline from school to prison one student at a time.

What Is Our Program?

HRAP offers a program that consists of three primary components: Entrepreneurship, Human Resources & the Arts. The program is structured to expose students to these three areas using an interactive style curriculum to foster student engagement. This allows students to discover their creativity and encourages cultivation of their talents as they pursue their goals and aspirations. It also supports development and strengthening of their communication and critical thinking skills

How Does Our Program Work?

We partner with other community-based organizations that serve our targeted population such as, DC Public Schools, Community Group Homes, DC Parks and Recreations as well as Neighborhood Churches under a Memorandum of Agreement (MOA). We deliver a robust interactive 12-week program during the week-days and on Saturdays at our partner organizations' locations.

What Are The Benefits For Our Students?

- 1 Start a business (How To Develop & Write a Business Plan)
- 2 Recruit and hire people
- 3 Develop & execute a marketing & advertisement campaign
- 4 Contract with local businesses
- 5 Develop a budget
- 6 Produce and promote a creative project such as a play or video
- 7 Share a creative project with the public
- 8 Demonstrate the knowledge and skills needed to effectively assist in a HR or Administrative environment
- 9 Describe the fundamental concepts and rules of employment law that apply to business activities, the employment function, and labor
- 10 Apply for employment opportunities and develop a plan to continue higher education

The Volunteer Program

The Mission

To provide operational support critical to the success of the overarching mission and vision of the organization.

The Vision

To create and establish an adaptive and scalable volunteer program to successfully support the growing and evolving needs of the organization.

HRAP's Commitment to You

As a volunteer, you have the right:

- To work in a healthy and safe environment
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- To be given accurate and truthful information about the organization for which you are volunteering
- To be given a copy of the organization's volunteer policies and procedures
- To a suitable assignment based upon your interests, skills, and availability with a clearly defined role and agreed upon hours of contribution
- To orientation and training to help you perform your job
- To receive the support, equipment, supplies, workspace, and helpful supervision needed to perform your job
- To give and receive feedback about your volunteer experience and performance

Your Commitment to HRAP

As a volunteer, you have the responsibility to:

- Be reliable and dependable
- Respect confidentiality
- Perform your job as described and to the best of your ability by participating in and completing training and development opportunities, asking questions, asking for support, and staying in touch with your supervisor(s)
- Be accountable for your actions
- Be committed to the organization
- Be courteous to clients, staff, students, and other volunteers
- Give notice when you cannot attend or leave the organization
- Follow all policies and procedures as laid out in this Handbook

Policies and Procedures

Policy Statement

HRAP, Inc. is committed to providing a professional and efficient service in supporting volunteerism. We recognize that in order to achieve our goals we need to involve volunteers. It is essential to us that we present a model of good practice in volunteer management.

We regard volunteers as a valuable resource and encourage them to get involved at all levels of the organization and within all appropriate activities. We aim to train, support and supervise our volunteers to the best of our abilities, and to act quickly and fairly if difficulties arise.

Procedural Guidelines

1. General Principles

1.1. Purpose of Document

The purpose of this internal document is to provide guidance on all aspects of volunteering at HRAP, Inc. It does not constitute a binding contract. It supplements HRAP, Inc. policies and procedures, as well as our definition of volunteering, our mission statement and our value base.

1.2. Responsibility

The HRAP, Inc. Director of Volunteer Services is responsible for ensuring that the policy and procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including voluntary management committee members) are expected to facilitate this process.

1.3. Eligibility

HRAP, Inc. will consider involving anyone as a volunteer. Individuals must, however, be able to demonstrate a commitment to the aims of the organization and may only be placed if their needs as volunteers match the needs of the organization. No person who has conflict of interest with any aspect of the organization will be accepted as a volunteer.

1.4. Working Conditions

Volunteers are treated as full members of the HRAP, Inc. team. They are treated as equally and fairly as paid staff and are included in the organizations, functions and decision-making processes wherever practical. Volunteers are provided with appropriate work sites and have access to the space, equipment and facilities necessary to volunteer effectively and comfortably.

1.5. Working Times

Working times are negotiated between the HRAP, Inc. Director of Volunteer Services and the volunteer and are as flexible as the tasks allow. Voluntary time commitment is never expected to match that of staff, but unscheduled absences can create organizational problems. When

expecting to be absent, volunteers should inform their supervisor as soon as possible, so that alternative arrangements can be made.

1.6. Appropriate Behavior

Volunteers are expected to work within the policies and procedures of HRAP, Inc. and adhere to its ethos. As representatives of the organization, they are responsible for presenting a positive image of HRAP, Inc. to the outside world.

1.7. Representation of HRAP, Inc.

Volunteers must seek prior approval from the HRAP, Inc. Director of Volunteer Services before undertaking anything that might affect the organization. This includes, but is not limited to, statements to the press, joint initiatives with other bodies, and agreements involving contractual or financial obligations.

1.8. Confidentiality

HRAP, Inc. respects the volunteer's right to privacy and confidentiality. In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with HRAP, Inc.

1.9. Records

A system of records is maintained on all volunteers, including dates and times of service, duties performed, evaluation of work, etc. Volunteer records are accorded the same confidentiality as staff records.

1.10. Service at the Discretion of HRAP, Inc.

Any voluntary service is at the discretion of HRAP, Inc. HRAP, Inc. may, at any time, and for whatever reason, decide to terminate a volunteer's relationships with the organization. Similarly, volunteers may at any time, and for whatever reason decide, to terminate their relationships with HRAP, Inc. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

2. Recruitment

2.1. Role Descriptions & Person Specifications

Like staff, volunteers require a clear and accurate description of the tasks and responsibilities they are expected to undertake. Prior to any volunteer assignment or recruitment effort, a role description must be developed for each voluntary opportunity. This must include a title of the volunteering role, starting and finishing dates hours and place of work, name of supervisor and tasks to be undertaken. If appropriate, a brief person specification may also be drawn up. The role description may be amended in joint agreement with the volunteer and the HRAP, Inc. Director of Volunteer Services. A copy of the final version must be given to the volunteer before commencing voluntary work, as it will be used in supervision and evaluation sessions. Role descriptions must define a time limit (no longer than one year) for voluntary involvement, after which time they are reviewed, and updated if appropriate.

2.2. Applications

Volunteers are recruited on a pro-active basis by the organization using publicity avenues that are suitable for the roles that need to be filled. Potential volunteers may also apply speculatively or come via the volunteer placement service provided by HRAP, Inc. Volunteers are recruited in accordance with HRAP, Inc.'s equal opportunities policy. All volunteers are required to complete an application form.

2.3. Interviews

If necessary, applications are short listed and suitable candidates are invited to attend an informal chat with the HRAP, Inc. Director of Volunteer Services, to ascertain their interest in and suitability for the role. Written records of all interviews are kept. All unsuccessful candidates are thanked for applying and encouraged to reapply for other volunteering opportunities, either current or in the future.

2.4. Checks for Suitability

References are always taken up. If the role requires it, health (mental and physical) is also undertaken. Other checks may also be completed (for example, ascertaining professional qualifications). Volunteers are always warned in advance of the intention to make these checks. If they refuse permission and cannot provide an acceptable reason, they will not be placed.

2.5. Appointment

Formal appointments are made only after the role description has been agreed and all necessary checks have proved acceptable. No placements are made unless the requirements of the volunteer and the volunteer's supervisor can be met.

2.6. Probation

All placements are subject to an initial trial period of one month. At the end of this period, the Director of Volunteer Services meets with the volunteer to discuss the volunteer's suitability for their role. At this point, volunteers may continue in their current role, be reassigned to a more suitable role, or be asked to leave.

3. Training

3.1. Induction

All volunteers receive induction when they begin voluntary work with HRAP, Inc. This consists of a general introduction to the organization, as well as a specific orientation on the purposes and requirements of their volunteering role.

3.2. On-the-Job Training

Volunteers received initial and ongoing on-the-job training to provide them with the information and skills necessary to perform their tasks well. The training must be appropriate for the demands of the position and the capabilities of the volunteer.

4. Supervision

4.1. *Lines of Communication*

Lines of communication should operate in both directions and should exist formally and informally. Volunteers must have access to all appropriate information, memos, materials and meetings relevant to their assignments. Volunteers must be consulted on all decisions that would substantially affect their volunteering conditions.

4.2. *Supervisors*

Each volunteer must have a clearly identified supervisor who is responsible for the day-to-day management of that volunteer. The HRAP, Inc. Director of Volunteer services normally takes on the supervisor's role, but all staff members receive training and guidance on how to involve volunteers effectively in the work of the organization.

4.3. *Supervision Sessions*

Volunteers receive regular appraisals of their work, based on their role descriptions. Evaluation sessions take place at least once a month between the volunteer and his or her supervisor. These review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with HRAP, Inc., convey appreciation to the volunteer and ascertain the continued interest of the volunteer in serving in his or her role. The sessions also serve as an opportunity to plan future tasks.

4.4. *Corrective Action*

If appropriate, corrective action may be taken following evaluation sessions. Examples include the organization of training for an identified training need, the reassignment of a volunteer, or the dismissal of a volunteer.

4.5. *Dismissal*

Volunteers who do not adhere to the organization's rules or who fail to perform their volunteer assignments satisfactorily may be subject to dismissal. No volunteers' involvement will be terminated in writing until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their supervisor. Grounds for dismissal include, but are not limited to, the following: gross misconduct, being under the influence of drugs (including alcohol), theft misuse of equipment and materials, abuse of clients, students and co-workers, breaches of confidentiality, failure to abide by HRAP, Inc.'s policies and procedures and failure to complete the duties to a satisfactory standard.

4.6. *Concerns & Grievances*

If volunteers are not satisfied that issues relating to their volunteering are being handled appropriately, they are entitled to have their concerns reviewed by the executive committee. The executive committee will discuss the issue as soon as practical after receiving a written complaint, and take appropriate action. The chair of the executive committee makes the ultimate decision.

4.7. Exit Interviews

Where possible, informal exit interviews are held with any volunteers who are leaving the organization, either because they have reached the end of their project, or are leaving for some other reason. Interviews are usually conducted with the volunteer's ex-supervisor and written records are kept. The session should ascertain why the volunteer is leaving, how they found the volunteering experience and what suggestions they offer to improve the way the organization operates. The offer of a personal reference for future employment etc. is made to each volunteer.

5. Support & Recognition

5.1. Support

HRAP, Inc. endeavors to provide the support necessary to encourage and empower volunteers to make a meaningful contribution and gain significant benefits from their voluntary work. Support forms part of the regular supervision sessions and gives volunteers a safe setting in which to express themselves, let off steam and discuss how they feel about volunteering. The HRAP, Inc. Director of Volunteer Services will always try to be available to volunteers who require support in other areas that are affecting their performance.

5.2. Recognition

Volunteers provide a unique service to HRAP, Inc., the benefits of which are difficult to quantify. It is essential that their efforts are recognized and rewarded. HRAP, Inc. staff is responsible for thanking all volunteers informally on a regular basis for the valuable contribution that they make to the organization. The HRAP, Inc. Director of Volunteer Services is responsible for ensuring that more formalized recognition takes place at key times.

5.3. Personal & Vocational Development

Volunteers are encouraged to develop their skills while involved with the organization and are assisted into assuming additional and greater responsibilities over time, if they desire this.

6. Monitoring & Evaluation

6.1. HRAP, Inc. Volunteer Involvement

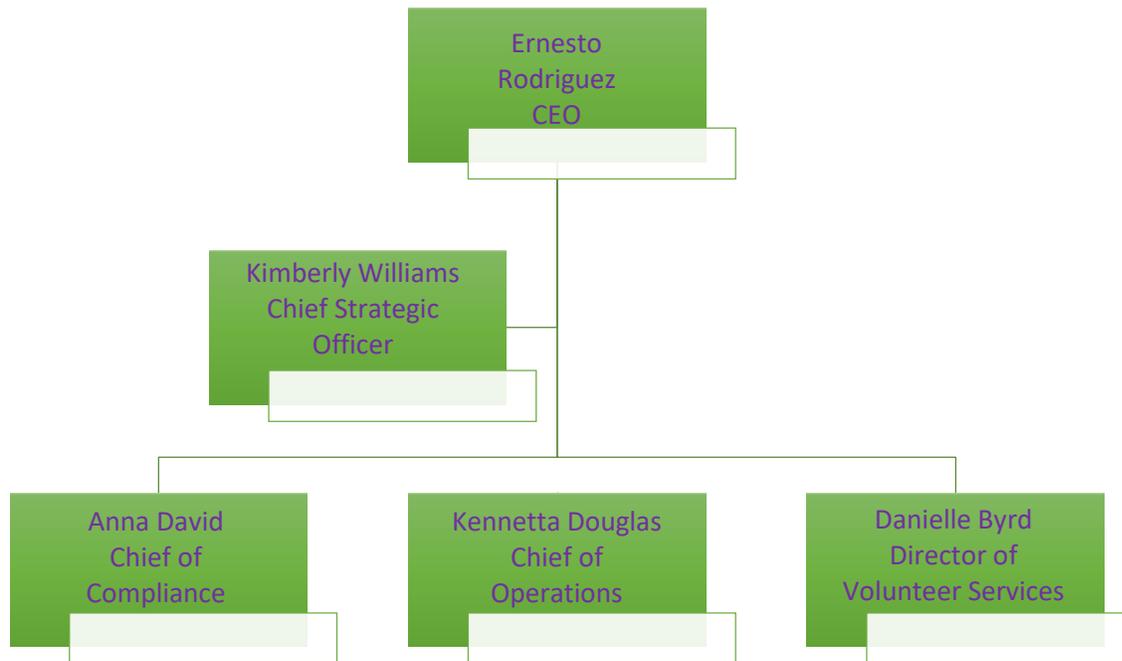
HRAP, Inc. monitors and evaluates volunteer involvement in the organization on a regular basis and seeks to make ongoing improvements.

6.2. Feedback

Constructive feedback on this document is always welcome. It must be given to the HRAP, Inc. Director of Volunteer Services who will ensure that it is fully considered.

Additional Resources

Organizational Chart



Contact Information

Danielle Byrd
Director of Volunteer Services
202.427.6638
dbyrd@hrapinc.org

Acknowledgement and Receipt

Receipt and Review of Policies Form

Signature on this receipt acknowledges that you have reviewed HRAP, Inc.'s Volunteer Handbook. Please sign and date the receipt.

Volunteer Handbook Statement of Certification

I, _____, certify that I have received and reviewed HRAP, Inc.'s Volunteer Handbook.

I further understand that by, signing this statement as required, I am indicating that I have read the Volunteer Handbook and understand its contents, or have discussed questions I have with the Director of Volunteer services. I also realize this statement will become a permanent part of my volunteer personnel file.

Volunteer's Name (Please Print)

Signature

Date

Please return to HRAP Inc., 1231-B Good Hope Road Southeast, Washington, DC 20020